



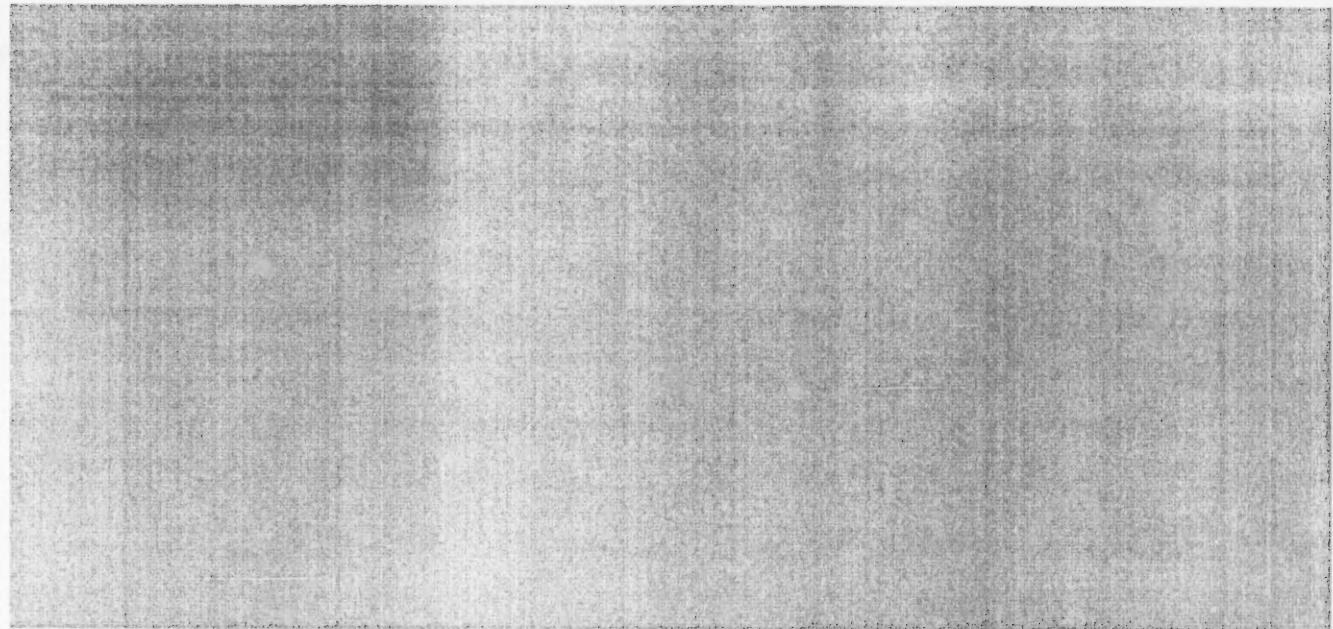
South Eastman Health/Santé Sud-Est Inc.



# Annual Report to the Community

## 2006 - 2007





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#### **VISION STATEMENT**

Partnering with community to optimize health.

#### **MISSION STATEMENT**

To ensure the best health for the people of the South Eastman region through consultation, evidence-based decisions and innovation.

#### **VALUES**

Integrity      Respect      Proactivity  
Responsiveness      Accountability      Excellence

## *From the Chair and Chief Executive Officer*

*We are pleased to present the 2006-2007 Annual Report of South Eastman Health/Santé Sud-Est Inc.*

*This annual report highlights and celebrates your regional health authority's (RHA) accomplishments over the past year. Although challenges are inevitable, it is through the collective efforts of individuals committed to the organization that the RHA has continued to make progress in the development and delivery of programs and services in the South Eastman region.*

*This was the first year of implementation of the RHA's new five year Strategic Plan. Although we have experienced many successes, the future holds many challenges in such areas as meeting the health needs of our growing population, upgrading our acute care services, enhancing our community services, as well as recruiting and retaining employees in such areas as diagnostic services, nursing and physician services. The RHA continues to experience significant challenges in meeting volume and service pressures, as a result of our region's unique population growth. We continue to strive to enhance our health services and quality of care in all programs and services in order to offer you, our residents, excellence in service.*

*The planning, implementation, and delivery of health services encompasses the vision of South Eastman Health/Santé Sud-Est - Partnering with Community to Optimize Health - in order to better serve South Eastman's 60,000 residents. As we endeavour to continually work towards this vision and the good of our people, we would like to express our appreciation to the individuals and groups who created successful partnerships between community groups, residents, stakeholders, service providers and South Eastman Health/Santé Sud-Est. We would also like to extend our sincere appreciation to the Board members, employees, volunteers, partners and communities for their ongoing commitment, as well as to Manitoba Health for their leadership and support.*

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*Respectfully submitted,*

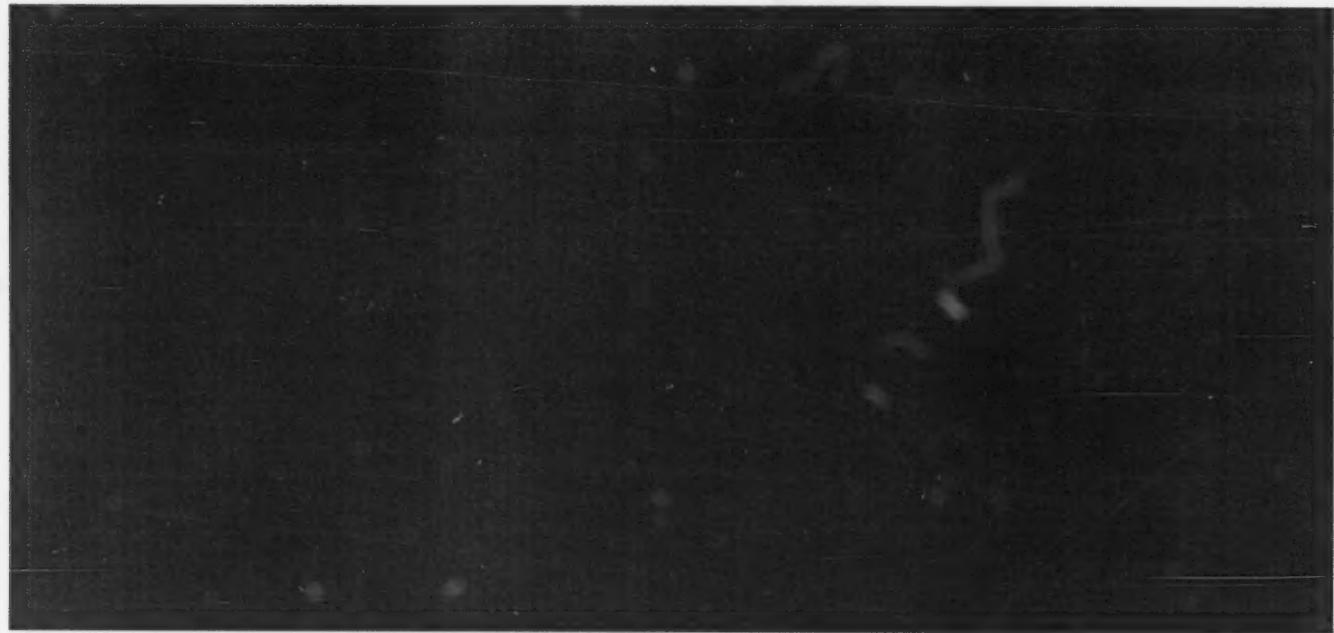
**Aurèle Boisvert**  
Board Chair

**Monique Vielfaure Mackenzie**  
Chief Executive Officer

### **Did you know...**

*In 2006-2007, the RHA Board of Directors held three joint meetings with the four District Health Advisory Councils (DHAC) and the Provider Advisory Council. Members of DHACs have an interest in your health and provide advice to the Board on appropriate health-related actions and services for their district.*

*Interested in being a voice in your community? Please call the RHA at (204) 424-5880 or 1-866-716-5633.*



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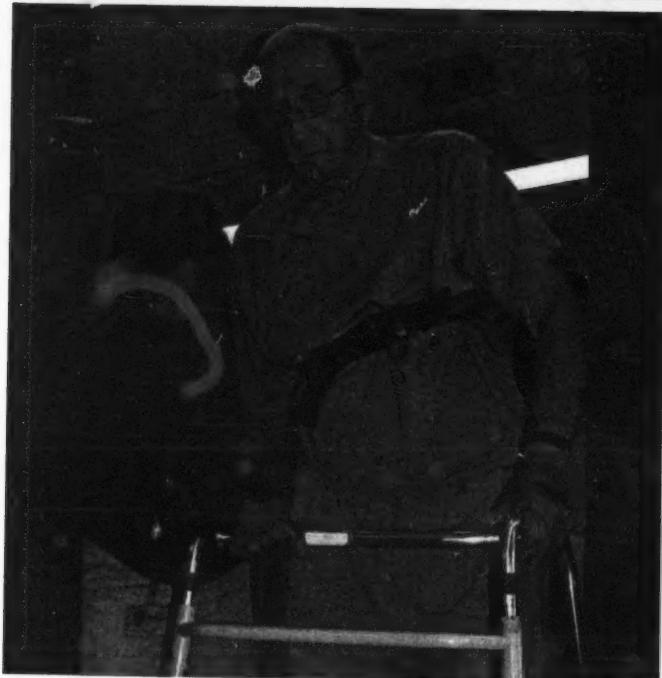
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*Aurèle Boisvert  
Board Chair*

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## THANK YOU!

South Eastman Health/Santé Sud-Est Inc. extends its sincerest gratitude to our regional foundations and auxiliaries, who work diligently at annual fundraising campaigns in order to contribute to various initiatives including renovations or additions to our facilities, equipment purchases, and bursaries. We also appreciate the generosity of residents who have made donations to the RHA.



To you all, and our residents who generously support us,

## THANK YOU!

Bethesda Health Care Auxiliary  
Bethesda Foundation  
Fondation Centre médico-social  
DeSalaberry Health Centre Foundation  
Fonds Hôpital Ste-Anne Hospital Fund  
Miverville Health & Community Foundation  
The Red River Valley Foundation  
The Vita Guild

## *Strategic Priorities*

This year marks the first year of South Eastman Health/Santé Sud-Est Inc. implementing its new five-year Strategic Plan, which includes the following twelve strategic priorities for 2006 to 2011. They are not listed in any specific order other than Population Growth, which is seen as an overarching priority.



**Population Growth:** To collaborate fully in efforts to secure population-based RHA funding to meet the growing and changing needs of the South Eastman population.

**Acute Care:** To work towards equitable in-region access to quality acute care services for all residents.

**Long Term Care:** To build the continuum of services required to meet the needs of the growing senior population, for residents living in the community and residents experiencing loss of full independence.

**Primary Health Care:** To expand primary health care by modeling all community-based services on primary health care principles, focusing on prevention and health education approaches.

**Palliative Care:** To enhance quality of living for residents reaching the end of life.

**Mental Health:** To build on the significant enhancements made to community mental health program and services over the past few years.

**Population Health:** To improve the health of the population not only through health service provision but by working collaboratively with the community across all sectors to understand and address the whole range of health determinants.

**Health Promotion and Illness Prevention/Education:** To further position promotion, education and prevention services as key to improving future health in the population.

**Research:** To uphold the RHA's commitment to evidence-based health policy-making and planning.

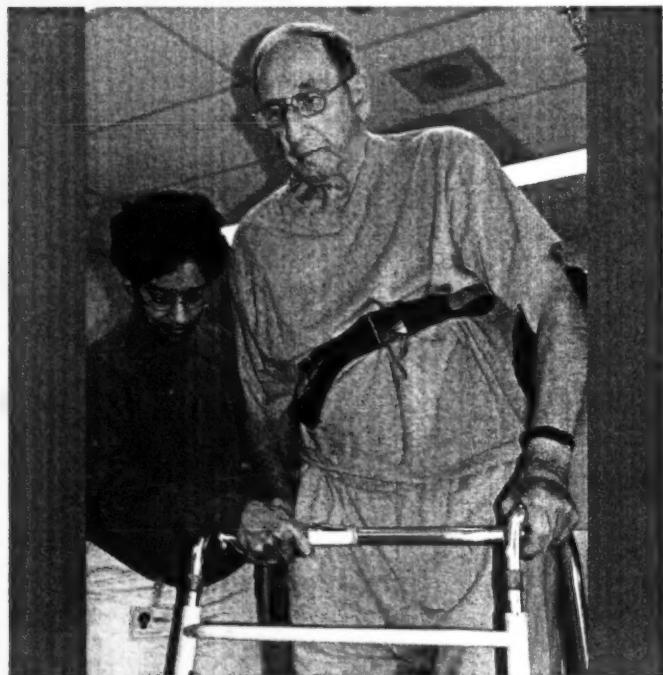
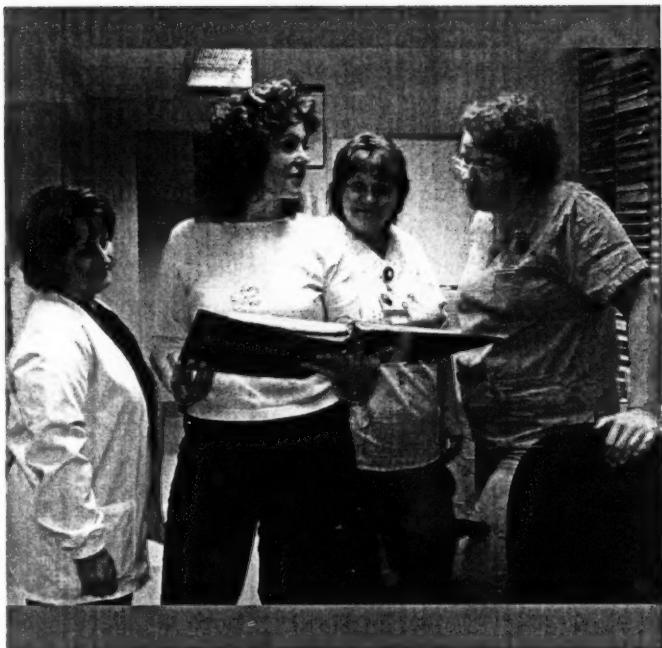
**Quality:** To foster an organizational culture that focuses on the client and the quality of care through continuous learning and service improvement.

**Patient Safety:** To foster a culture that facilitates patient safety by focusing on safety, disclosure, a systems approach and learning, ultimately improving quality of care.

**Human Resources:** To enhance quality of care by providing staff with the education, tools, experience, confidence and an environment that fosters a healthy workplace.

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Primary Health Care	Palliative Care	Mental Health
Population Health	Health Promotion & Illness Prevention/Education	Research
Quality	Patient Safety	Human Resources

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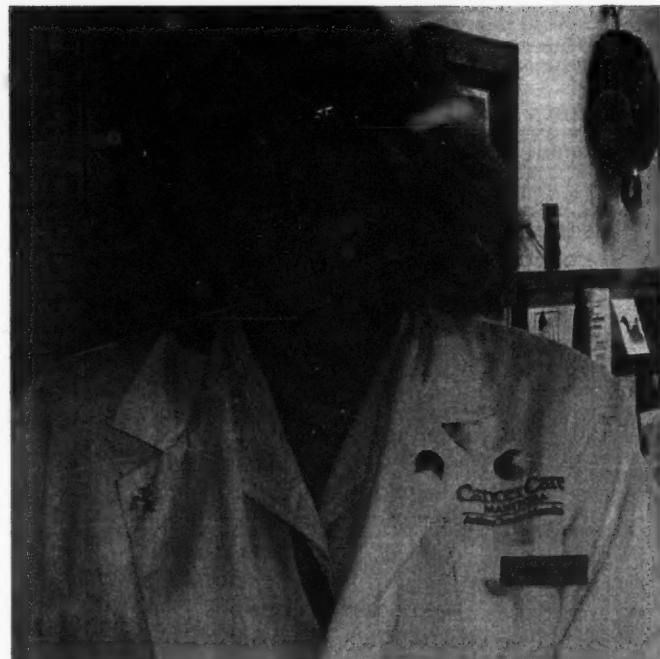
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## Patient Care

Highlights of some of the RHA's accomplishments in this area over the past year.

- Some new medical equipment purchases that will enhance services in the region include:
  - vital sign monitors for all four hospitals;
  - anaesthesia machines;
  - an equipment sterilizer;
  - beds and stretchers;
  - a hydrotherapy room;
  - electric sit/stand lifts for Rehab;
  - infusion pumps;
  - mobile cardiac monitoring equipment;
  - cautery machine with ligateur;
  - audiology equipment;
  - ventilator;
  - safety and security resources.
- The RHA now provides surgery using a new Harmonic scalpel, as well as laparoscopic shoulder surgeries in the region.
- The Vita & District Health Centre Family Suite project was completed, offering patients and visitors with a private meeting area.
- Funding was approved for a new \$3.8 million regional Cancer Care and Birthing Centre. This new centre should open by the end of 2007.
- The following positions were created or increased to full-time to increase services:
  - Palliative Care Specialist - Psychosocial;
  - Home Care/Palliative Care Nurse;
  - Palliative Care Volunteer Coordinator;
  - Six additional Proctors for Mental Health;
  - Nurse Practitioner at Bethesda Hospital
  - Regional Infection Control Coordinator.
- The RHA developed a log to track, review and learn from client service concerns.

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## Patient Safety

The RHA participates in the following provincial and national campaigns which focus on educating our health care employees to enhance patient safety practices in the South Eastman region:

- Safer Health Care Now!
- It's Safer to Ask campaign
- Safety Engineered Needle Project
- Feeding/Swallowing in Services
- Hand Hygiene

Next year, the RHA plans to participate in MORE OB, a national program for obstetricians, family physicians, nurses, midwives and administrators focused on implementing a patient safety model of practice in hospital obstetrical units.

All RHA programs and services are now making patient safety a core part of any new or existing initiative.

## Community Health

### Mental Health

- A Mental Health Advisory Council was created consisting of consumers of mental health services, support members and mental health service providers. The RHA is doing a review of the Mental Health program to provide direction in program planning and the development of services.
- Mental Health employees delivered 112 "Health and Well-Being Seminars" as well as various awareness sessions to clients, employees and the public.
- The RHA submitted a funding proposal for specialized supports for mental health clients. It also continues to advocate for a South Eastman Crisis Stabilization Unit, additional proctor services, and additional staff for the Addictions Foundation of Manitoba.

### Public Health & Primary Health Care

- In collaboration with its District Health Advisory Councils, the RHA received approval for community funding dollars through the provincial Chronic Disease Prevention Initiative (CDPI). Through *Start Fresh!*, the local CDPI project, \$33,000 was distributed in 12 communities to support 19 community-based initiatives focusing on the promotion of physical activity, healthy eating and smoking cessation.
- Residents' participation in the Mobile Breast Screening program increased by 4% during this, our eight year of mobile screening in the region. Twelve communities reached the 70% target attendance rate.
- With approved increased funding to our regional Audiology program, we have decreased the number of children on our wait lists by 35%.
- Our Midwifery program had the opportunity to attend 133 births, an increase that was possible with the addition of a fourth midwife in the region.
- Births have doubled to 103 in the last year at Ste. Anne Hospital's new labour and delivery rooms.
- A new program - Children's Therapy Initiative (CTI) - aims at improving the delivery of therapy services, including audiology, occupational therapy, physiotherapy and speech-language pathology to children.
- Through the Unified Referral and Intake System (URIS), we continue to support children who have health care conditions that require intervention during attendance at schools or day cares.

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### Long Term Care

- The RHA is collaborating with communities interested in setting up supportive housing units and community supports to allow seniors to age in place. The RHA also developed and presented a Long Term Care Strategy to Manitoba Health, showing evidence that the region requires additional services throughout the region to allow seniors to continue to live independent lives in their communities.

### Did You Know?

in 5 Canadians (1 in 5) will experience a mental illness at some point in their lives, but only 1 in 4 receive treatment. It is believed that a mental health problem will become a chronic condition in 75% of cases. Furthermore, 4 out of 5 people with depression can be successfully treated.

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#### Did you know...

1 in 5 Canadians (6 million) will experience a mental illness in their lifetime. However, early detection and treatment reduces the likelihood that a mental health problem will become chronic. Furthermore, 4 out of 5 people with depression can be successfully treated.



**Did you know...**

In 2006-2007, thirty individuals volunteered a total of 1,467 hours in the Palliative Care Program, providing end-of-life care to RHA clients and support to their families.

This care was provided in the client's home, in the hospital or in a long term care facility.

**THANK YOU** to all RHA volunteers!



**Did you know...**

South Eastman Health/ Santé Sud-Est Inc. is one of the major employers in southeastern Manitoba with approximately 1,200 full-time and part-time employees.

We continue to actively recruit for a variety of positions including nurses, physicians, lab & diagnostics, health care aides, etc.

Career opportunities are posted on our website at [www.sehealth.mb.ca](http://www.sehealth.mb.ca).



## In Your Community

- The RHA approved grant funding for a new seniors organization, Ritchot Senior Services Inc. There are several organizations such as this one in the South Eastman region that aim to provide support services for seniors to remain independent in their own homes and communities.
- Several community groups received grants through the *Manitoba In Motion* initiative to develop fitness programs, deliver presentations promoting active lifestyles and healthy eating. Congratulations!
- Expansions were made to the building where the RHA provides Community Health services in Dominion City. There is now added space for our community workers and residents. The new space also includes a health information area and a public access computer.
- The Ste. Anne Emergency Medical Services garage was renovated to improve use of current space and enhance staff quarters.
- The RHA continues to attend career fairs and job symposiums to actively recruit nurses, physicians, lab and diagnostics staff, and other employees.

## Access to health information

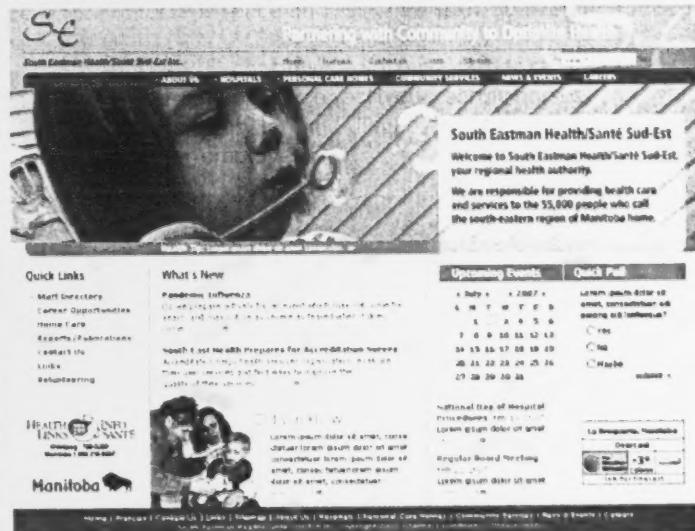
The public website of South Eastman Health/Santé Sud-Est Inc. has been redesigned to incorporate:

- a fresh look;
- timely information sections; and
- a more user-friendly navigation structure for our residents and readers to access health information with ease.

It also has more information and links focusing on health education and illness prevention.

Visit our website at →

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The screenshot shows the homepage of the South Eastman Health/Santé Sud-Est website. The header features the organization's name in a stylized font. Below the header, a large banner image shows a person's face in profile, looking towards the right. The navigation menu includes links for About Us, Hospitals, Personal Care Homes, Community Services, News & Events, and Links. The main content area has a section titled "South Eastman Health/Santé Sud-Est" with a welcome message and a statement about being responsible for health care and services to 33,000 people. The page also includes sections for "Quick Links" (with links to Staff Directory, Career Opportunities, Home Care, Events / Publications, Contact Us, Links, and Volunteering), "What's New" (with a link to "South Eastman Health Prepares for Accreditation Home"), "Upcoming Events" (with a calendar showing dates from June 1 to June 30, 2007), and "Quick Poll" (with a question about the national day of hospital discharge on June 1, 2007). The footer contains links to various government departments and a "Feedback" link.



**Did you know?**

**South Eastman Health / Santé Sud-Est MBS** is one of the major employers in southeastern Manitoba with approximately 1,200 full-time and part-time employees.

We continue to actively recruit from a variety of post-secondary nursing, physician, and diagnostic health care fields, etc.

Career opportunities are posted on our website at [www.southeastmanmb.ca](http://www.southeastmanmb.ca).



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March 31	2007	2006		
	Regional Health Authority	Contract Facilities	Consolidated	Consolidated
<b>Assets</b>				
<b>Current Assets</b>				
Cash	\$ 947,115	\$ 148,737	\$ 1,095,852	\$ 1,580,518
Accounts Receivable	940,094	423,439	1,363,533	1,426,403
Due from Manitoba Health	790,817	11,225	802,042	407,528
Inventories	1,281,612	81,559	1,363,171	988,351
Prepaid expense	228,065	19,209	247,274	236,266
Vacation entitlements receivable	2,165,279	488,270	2,653,549	2,653,549
	6,352,982	1,172,439	7,525,421	7,292,615
Retirement obligations receivable	1,898,575	458,577	2,357,152	2,357,152
Restricted assets	215,604	-	215,604	198,317
Capital assets	40,300,455	11,669,123	51,969,578	50,855,428
	\$ 48,767,616	\$ 13,300,139	\$ 62,067,755	\$ 60,703,512
<b>Liabilities and Net Assets</b>				
<b>Current Liabilities</b>				
10 Bank indebtedness	\$ -	\$ 301,635	\$ 301,635	\$ 170,680
Ac. payable & accrued liabilities	4,099,070	639,770	4,738,840	3,827,671
Accrued vacation entitlements	2,535,210	662,798	3,198,008	2,949,098
Current portion of long-term debt	-	168,640	168,640	168,640
Unearned revenue	214,937	7,572	222,509	423,160
	6,849,217	1,780,415	8,629,632	7,539,249
Accrued retirement obligations	2,853,122	458,577	3,311,699	3,008,870
Long-term debt	-	422,859	422,859	652,750
<b>Deferred Contributions</b>				
Expenses of future periods	976,693	181,246	1,157,939	1,277,852
Capital assets	38,270,746	10,905,790	49,176,536	49,067,861
	39,247,439	11,087,036	50,334,475	50,345,713
<b>Commitments and contingencies</b>				
<b>Net Assets</b>				
Investment in capital assets	2,029,709	171,834	2,201,543	966,177
Externally restricted -				
Contract Facilities	-	(620,582)	(620,582)	(368,867)
Externally restricted	215,604	-	215,604	198,317
Unrestricted	(2,427,475)	-	(2,427,475)	(1,638,697)
	(182,162)	(448,748)	(630,910)	(843,070)
	\$ 48,767,616	\$ 13,300,139	\$ 62,067,755	\$ 60,703,512

For the year ended March 31			2007	2006
	Regional Health Authority	Contract Facilities	Consolidated	Consolidated
<b>Revenue</b>				
Province of Manitoba				
Health	\$ 49,873,112	\$ 7,809,954	\$ 57,683,066	\$ 53,770,387
Other	952,176	-	952,176	729,181
Government of Canada	264,611	81,925	346,536	406,331
Non-insured income	2,513,410	2,054,118	4,567,528	4,339,568
Other income & recovered services	250,550	7,397	257,947	216,531
Ambulance income	559,407	-	559,407	555,153
Amortization of deferred contributions	2,145,002	416,502	2,561,504	2,826,284
	<b>56,558,268</b>	<b>10,369,896</b>	<b>66,928,164</b>	<b>62,843,435</b>
<b>Expenditures</b>				
Acute care services	18,819,604	-	18,819,604	17,708,926
Long-term care services	7,613,347	10,144,452	17,757,799	16,736,646
Community based home care svces	11,351,267	-	11,351,267	10,707,567
Community based health services	4,906,323	-	4,906,323	4,790,092
Medical remuneration	3,669,778	-	3,669,778	3,493,565
Diagnostic services	2,962,141	-	2,962,141	2,929,397
Amortization of capital assets	2,145,002	416,502	2,561,504	2,826,284
Community based mental health svces	1,996,734	-	1,996,734	1,882,637
Emergency medical services	1,808,211	-	1,808,211	1,646,477
Regional Health Authority costs	1,102,501	-	1,102,501	1,357,909
Interest on long-term debt	-	34,389	34,389	39,219
	<b>56,374,908</b>	<b>10,595,343</b>	<b>66,970,251</b>	<b>64,118,719</b>
Retirement obligation funding received in 2005/06	<b>236,960</b>	-	<b>236,960</b>	-
<b>Excess (deficiency) of revenue over expenditures of the year</b>	<b>\$ 420,320</b>	<b>\$ (225,447)</b>	<b>\$ 194,873</b>	<b>\$ (1,275,284)</b>
<b>Allocated as follows</b>				
Externally restricted	\$ -	\$ (225,447)	\$ (225,447)	\$ (526,430)
Unrestricted	420,320	-	420,320	(748,854)
	<b>\$ 420,320</b>	<b>\$ (225,447)</b>	<b>\$ 194,873</b>	<b>\$ (1,275,284)</b>

*This financial information is an extract from the Annual Financial Statements reported on by our auditing firm, BDO Dunwoody LLP.*

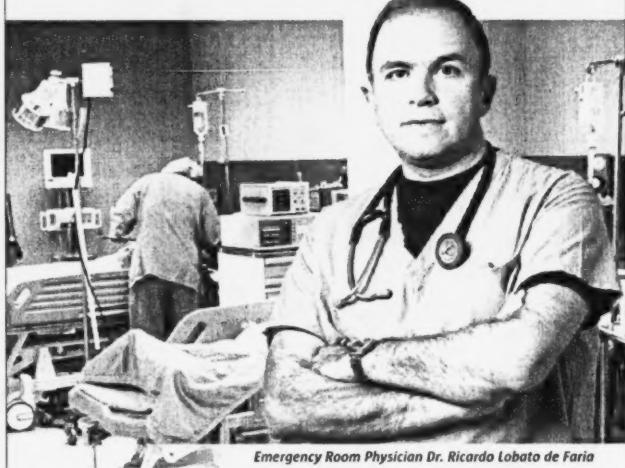
*A complete set of financial statements, auditor's reports and the statement of public sector disclosure can be obtained from South Eastman Health/Santé Sud-Est Inc. Corporate Office P.O. Box 470 La Broquerie MB R0A 0W0 Tel. (204) 424-5880.*

## South Eastman Health/Santé Sud-Est Inc.

General Information	424-5880 / 1-866-716-5633
Email	corp@sehealth.mb.ca
Website	<a href="http://www.sehealth.mb.ca">www.sehealth.mb.ca</a>
<b>Hospitals</b>	
Bethesda Hospital	326-6411
DeSalaberry District Health Centre	433-7611
Ste. Anne Hospital	422-8837
Vita & District Health Centre	425-3804
<b>Primary Health Care Centres</b>	
East Borderland	437-3015
Niverville	388-7060
<b>Personal Care Homes</b>	
Bethesda Place	346-5158
Repos Jolys	433-7443
Whispering Pines Lodge	425-3325
<b>Contract Long Term Care Facilities</b>	
Menno Home for the Aged	434-6496
Rest Haven Nursing Home	326-2206
St. Adolphe Personal Care Home	883-2181
Villa Youville	422-5624
<b>Community Health</b>	
Audiology	346-6250
Cancer Care	346-5160
Diagnostic	346-5153
Emergency Medical Services	346-7028
Home Care	346-6136
Mental Health	346-7035
Mobile Crisis Unit	326-9276 / 1-888-617-7715
Midwifery	433-7198
Palliative Care	346-7063
Public Health/Primary Health Care	346-6145
Services to Seniors	346-6256
<b>Community Services Centres</b>	
Dominion City	427-3460
Lorette	878-5000
St. Adolphe	883-2243
Ste. Anne	422-8817
St. Pierre-Jolys	433-7637
Steinbach	346-6123
Vita	425-3859

If it's an emergency, come to the ER.

If it's not, there may be better choices.



Emergency Room Physician Dr. Ricardo Lobato de Faria

**H**ospital emergency rooms are busy places. And patients with life-threatening emergencies are always treated first.

That means if you have a minor injury or illness, you may have to wait. If you're looking for a second opinion about a long-standing problem, the emergency room is not the best solution. And unless it's urgent, the ER can't get the test your doctor ordered completed any earlier.

- If you think it's an emergency, go to the ER.
- If it isn't an emergency (e.g. mild or chronic headache, back pain, minor cut or burn, sore throat, cold, possible sprain) go to your family doctor or local walk-in clinic. In Winnipeg, you may also visit the Misericordia Urgent Care Centre or the Pan Am Minor Injury Clinic.
- If you're not sure what's right for you, call Health Links-Info Santé and talk to a nurse anytime day or night.

### Health Links - Info Santé

Manitoba toll free 1-888-315-9257  
In Winnipeg, call 788-8200

For more information:  
[www.manitoba.ca](http://www.manitoba.ca)

**Manitoba** 

**South Eastman Health/Santé Sud-Est Inc.**

12-5880 / 1-866-716-5633  
corp@sehealth.mb.ca  
www.sehealth.mb.ca

Beaufort Lodge 326-6411  
Birchwood Lodge 333-7613  
Cedar Lodge 322-3837  
Elmwood Lodge 325-3000

Personal Care Room  
Bethesda Place 346-5158  
Replojou 333-7442  
Whispering Pines Lodge 425-3325

**Contract Long-Term Care Facilities**

Memo Home to You 434-6496  
Rest Haven Nursing Home 326-2206  
St. Adolphe Personal Care Home 883-2181  
Villa Journeycare 422-5624

**Community Health**

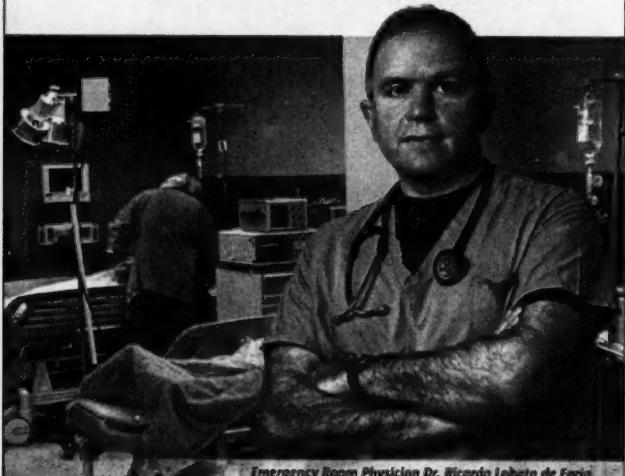
Audiology 346-6250  
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Mental Health 346-7035  
Mobile Crisis Unit 326-9276 / 1-888-617-7715  
Midwives 433-7198  
Palliative Care 346-7063  
Public Health/Primary Health Care  
Services to Seniors 346-6256

**Community Services Centres**

Doukhobor City 427-3460  
Loewen 878-5000  
SEB Adolphe 883-2243  
Steinbach 422-8817  
St. Pierre 433-7637  
Steinbach 346-6123  
Virden 425-3859

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*Emergency Room Physician Dr. Ricardo Lobato de Faria*

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